



REGIONAL MUNICIPALITY OF WATERLOO ADMINISTRATION AND FINANCE COMMITTEE MINUTES

Tuesday, May 29, 2012
11:26 a.m.
Regional Council Chamber
150 Frederick Street, Kitchener, Ontario

Present were: Chair T. Galloway, L. Armstrong, *J. Brewer, T. Cowan, D. Craig, *R. Deutschmann, J. Haalboom, B. Halloran, R. Kelterborn, G. Lorentz, C. Millar, J. Mitchell, K. Seiling, S. Strickland, *J. Wideman, and *C. Zehr

DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT*

None declared.

The Committee agreed to move consideration of item 3(a) to the end of the meeting, in consideration of the delegation's expected arrival time.

REPORTS – Finance

b) F-12-037, 2012 Property Tax Capping

Craig Dyer, Chief Financial Officer, provided an overview of the report and a short history of property tax capping. He noted that the recommendation in the report would provide the same capping program with the same parameters as in 2011, which will maximize the number of properties paying the full tax on current value assessment (CVA) and minimize the number of properties that are affected by capping or claw backs. He observed that the Region is required to establish its capping program on an annual basis, and that the recommended approach has been discussed with area treasurers.

*C. Zehr entered the meeting at 11:28 a.m.

The Committee observed that 2013 will be a reassessment year and asked C. Dyer what potential impacts might arise in the Region's progress in removing properties from a capped or clawed back situation to full CVA taxes. C. Dyer responded that the Region has progressed in recent years in removing properties from capping or claw backs, and that the reassessment will bring a new set of circumstances for consideration of the capping program in 2013.

The Committee clarified with C. Dyer that the most recent reassessment came into effect in 2009, and the Committee observed that a modest increase in capped and clawed-back properties occurred at that time, likely as a result of the reassessment. A similar effect may be seen in 2013, though any prospective increase may be expected to be outweighed with properties being removed from those classes in following years.

*J. Brewer entered the meeting at 11:32 a.m.

MOVED by T. Cowan
SECONDED by C. Zehr

THAT the Regional Municipality of Waterloo approve the following options for the 2012 Property Tax Capping Program:

- a. Establish the annual limit on tax increases for properties in the commercial, industrial and multi-residential classes at the greater of ten percent (10%) of the previous year's annualized capped taxes or 5% of the previous year's current value assessment (CVA) taxes;
- b. Establish thresholds for properties in the commercial, industrial and multi-residential classes such that if the taxes on the property calculated under the capping program are within \$250 of the current value assessment taxes (CVA) , the CVA taxes will apply;
- c. Continue with the "Stay at CVA" option and exclude properties in the commercial, industrial and multi-residential classes that were at their Current Value Assessment taxes in 2011 from the 2012 capping and claw back program;
- d. Continue with one aspect of the "Cross CVA" option and exclude properties in the commercial, industrial and multi-residential classes that were subject to a claw back in 2011 from moving to capping in 2012;
- e. Fund the limits on tax increases for 2012 for the multi-residential, commercial and industrial classes by limiting tax decreases for properties in the same class.

AND THAT the required by-law to establish the options for the 2012 Property Tax Capping Program be included on the June 6, 2012 Regional Council agenda;

AND THAT the required by-law to establish 2012 claw back percentages for capped classes be included on the June 27, 2012 Regional Council agenda;

AND FURTHER THAT the Area Municipalities be notified accordingly.

CARRIED

REPORTS – Corporate Resources

c) CR-CLK-12-009, Service First Call Centre Space and Technology Sharing with City of Kitchener

Gary Sosnoski, Commissioner, Corporate Resources, described the contents of the report and its recommendation, as well as the benefits of the prospective arrangement. He noted that the Finance and Corporate Services Committee of the City of Kitchener had approved the arrangement at their meeting on May 28.

*R. Deutschmann entered the meeting at 11:33 a.m.

MOVED by G. Lorentz
SECONDED by L. Armstrong

THAT the Regional Municipality of Waterloo endorse the proposed shared use of space at the Kitchener Operation Facility (Goodrich Drive) for the Region's Service First Call Centre; and, the offer of the use of the Region's Customer Relationship Management (CRM) software, should Kitchener elect to do so, as outlined in report CR-CLK-12-009 dated May 29th, 2012 and as per the License Agreement and Memorandum of Understanding to be executed by the Commissioner of Corporate Resources in a form satisfactory to the Regional Solicitor.

THAT the proposed use of the Region's Customer Relationship Management (CRM) software as described in report CR-CLK-12-009 dated May 29th, 2012 is subject to Regional Council awarding the proposal for the license and implementation of same to be recommended on May 29th, 2012 in a companion finance report (CR-CLK-12-012/F-12-038).

CARRIED

d) CR-CLK-12-012/F-12-038, P2012-02 Customer Relationship Management System

G. Sosnoski provided an overview of the report and details of the recommended system. He noted that the tender is below the budgeted amount and that the system would replace 45 existing systems that perform a similar function. Staff's due diligence has demonstrated that the system provides the best value for money as well as the greatest capability, specifically in its proven integration with other established systems such as work order systems and GIS. The report was brought to the Committee instead of directly to Council to provide greater opportunity for comment.

The Committee asked whether any reporting back to Council could be expected on the response times and throughput of calls as the system is implemented, and G. Sosnoski responded in the affirmative while noting details of the sophisticated reporting that the system could complete.

MOVED by R. Deutschmann
SECONDED by G. Lorentz

THAT the Regional Municipality of Waterloo accept the negotiated proposal of Kana for Customer Relationship Software in the amount of \$1,181,076 including HST.

CARRIED

e) CR-CLK-12-011, Revised Notice Policy #07-02

G. Sosnoski observed that the report recommends a revision to the existing policy, and that a review of the notice policy is required to occur in each Council term. He described elements of the draft revised policy and the benefits of the prospective amendments.

The Committee asked the impact of the policy on newspaper readers who do not participate in social media or have internet access. Kris Fletcher, Director, Council and Administrative Services/Regional Clerk, noted that one aim of the revised notice policy would be to drive residents to the website where they can make fulsome and cost-effective use of maps that cannot be accomplished with newspaper advertising. The Region would also seek to make

better use of newspapers within a more localized and defined area with an appropriate geographic focus. She described differences between advertising which are legislated in their form, which will continue, and the potential to increase the use of "pointer ads" which direct the reader to consult the Region's website.

Some members of the Committee expressed varying opinions as to the perceived user-friendliness of the Region's website.

The Committee observed that pointer ads are efficient for the Region in terms of lowering newspaper advertising costs, as well as providing benefit in driving traffic to the Region's website which allows residents to see other Regional initiatives of interest to them. The Committee noted that free internet access is available at Regional libraries.

MOVED by K. Seiling

SECONDED by G. Lorentz

THAT the Regional Municipality of Waterloo provide the public with notice, in accordance with the Notice Policy, of the proposed revisions to the Notice Policy # 07-02 as set out in report CR-CLK-12-011 dated May 29, 2012, and bring the amended policy to the June 27, 2012 Council meeting for final approval;

AND THAT the Regional Municipality of Waterloo request the Association of Municipalities of Ontario (AMO) to lobby for a review of the prescribed notice requirements, taking into consideration the various pieces of legislation and regulations in an attempt to streamline the process and provide some autonomy for municipalities in providing public notice.

CARRIED

f) CR-FM-12-008, Environmental Sustainability Progress Report: 2011 Achievements

Received for information.

G. Sosnoski indicated that this report is intended to become an annual report, and reflects improvements made throughout the Regional organization. He cited the success of the Region in using fewer utilities, in terms of both cost and volume, while servicing a larger population with a growing infrastructure.

A report on the Region's greenhouse gas emissions with respect to the Region's participation in the Federation of Canadian Municipalities Partners for Climate Protection program will be forthcoming.

*J. Wideman entered the meeting at 11:47 a.m.

g) CR-FM-12-009, Update on the Community Climate Collaborative

Received for information.

G. Sosnoski observed that this report details the progress on the initiative, including the action plan for greenhouse gas emission reductions and the leveraging of \$6.60 of external funding for every dollar of funding from the Region or area municipalities involved in the initiative.

h) CR-RS-12-032, Proposed By-law to Repeal, Amend and Consolidate Execution of Documents By-law 06-034 on Behalf of The Regional Municipality of Waterloo

G. Sosnoski noted that the consolidated by-law would have more extended delegation of authority to execute documents, and would also establish parameters and requirements around that delegated authority.

MOVED by C. Zehr

SECONDED by T. Cowan

THAT the Regional Municipality of Waterloo repeal Execution of Documents By-Law 06-034, as amended, and pass a by-law in the form attached hereto as Appendix "A" to Report CR-RS-12-032 to amend and consolidate Execution of Documents By-Law 06-034, as amended, which governs the execution of documents and provides for delegation of execution of certain documents to certain Regional staff on behalf of the Region.

CARRIED

The Committee took up item 3(a) of the agenda.

DELEGATIONS

a) Joanne McQuiggan, Chair, Alliance for Children and Youth of Waterloo Region re: CC-12-001, Grants to Community Organizations – 2012 Allocations

J. McQuiggan spoke to the Committee regarding the work of the Alliance in delivering higher-quality and more consistent services to children and youth. She described the importance of the organization's monthly forums, as well as the organization's other activities and the reluctance of other funding bodies to fund core operational expenses, without which the Alliance would become a volunteer-run organization. She requested that the Region provide grant funding to the Alliance.

The Committee clarified with J. McQuiggan the total budget of the Alliance, the collaborative nature of their work, the Alliance's operating and funding relationship with United Way, and fundraising from membership fees. The Committee clarified with J. McQuiggan as to what specific operating expenses a grant would be used to fund, as well as sources of funding.

The Committee questioned whether the Alliance has ever fundraised for the requested expenses, and J. McQuiggan responded in the affirmative while adding that the Alliance has not been aggressive in fundraising due to the absence of charitable status and the competition from member organizations for similar funding sources. She added that while the Alliance carries a strong balance sheet, it would have to do away with its staff member without funding for the position.

The Committee asked J. McQuiggan to reconcile the Alliance's coordinating role with respect to its funding, which is mainly project-based. J. McQuiggan provided an overview of three major collaborative projects with which the Alliance is involved and explained that a very minor amount of funding for these projects goes toward staff time. These projects leave little in the way of staff time and resources to do the coordinating and collaboration role that is essential to the Alliance's work.

The Committee ascertained from J. McQuiggan and Christine Bird, Facilitator & Manager, Alliance for Children and Youth of Waterloo Region that the Alliance works with approximately 40 organizations, and that through its membership virtually all children and youth in the Region are encompassed by the Alliance's work.

REPORTS – Grants Committee

a) CC-12-001, Grants to Community Organizations – 2012 Allocations

K. Seiling spoke on behalf of the Grants Committee as to the rationale for their recommendations. He observed that the budgeted amount for grants provided the Grants Committee with funds to reinstitute the 2011 approved grants plus 2%, or for the amounts those organizations requested, whichever was less. In addition, the Block Parent program was recommended based on its past history of funding prior to 2011. It was the opinion of the Grants Committee that there was no funding available for the new applicants.

The Committee clarified that the Alliance's request is not for a one-time grant but rather permanent ongoing funding, and is one of many groups seeking funding for their operations. It was noted that there will be a loss of discretionary social services spending on the order of \$3.5 million, which will have to be resolved as part of the 2013 budget deliberations.

It was suggested that the Alliance might approach Regional staff to ascertain if any project funding might be available within the departmental budget as this has occurred with other organizations for whom project funding aligned with social service initiatives.

MOVED by K. Seiling
SECONDED by J. Brewer

THAT the Regional Municipality of Waterloo approve the 2012 grants to Community Organizations as recommended by the Grants Committee and outlined in Report CC-12-001 and the attached Appendix 1 dated May 29, 2012.

CARRIED

MOVED by S. Strickland
SECONDED by B. Halloran

THAT Regional staff be directed to meet with the Alliance for Children and Youth of Waterloo Region to explore possible options for project funding.

CARRIED

The Committee emphasized that the motion passed is not to be construed as the approval of any funding from the Region, nor to request that Regional staff to find funding for the Alliance, but to simply refer the group to staff to examine possible funding opportunities.

OTHER BUSINESS

a) Council Enquiries and Requests for Information Tracking List was received for information.

NEXT MEETING – June 19, 2012**MOTION TO GO INTO CLOSED SESSION**

MOVED by J. Wideman
SECONDED by J. Brewer

THAT a closed meeting of the Community Services Committees be held on Tuesday, May 29, 2012, immediately following the Administration and Finance Committee in the Waterloo County Room, in accordance with Section 239 of the *Municipal Act*, 2001, for the purposes of considering the following subject matters:

- a) personal matters about identifiable individuals

CARRIED

COMMITTEE CHAIR, *T. Galloway*

COMMITTEE CLERK, *M. Grivicic*